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1. **Weather:** Tennis lessons will run at all weather conditions (heavy rain / heat). A special session will run inside the club house. For Petite Tennis Players: work with mini-nets, ball skills, coordination & fitness. For Junior Squad & Squad Players: fitness, tactic, match analysis & stroke analysis. A bonus on court session will be offered in addition to the special indoor session. It is the parents / guardians responsibility to to contact Trademark Tennis to book and confirm the bonus on court session. Bonus on court session can be booked for the same term or during the 2 weeks of the term break thereafter. Bonus on court session can not be transferred to the following term. No credits will be issued.
2. **Make-up lessons:** will be offered for a cancellation of a private lesson only due to bad weather during the term or during school holiday.
In the event that Trademark Tennis won't be able to provide a make up private lesson for a cancellation due to bad weather, a credit to the value of the cancelled lesson will be given to be used in the following term only or for a holiday program immediately in the next term break. Credit can not be used at any other times.
3. **Absence:** Should a player miss a lesson due to an illness or school camp, it is the responsibility of the parent / guardian to advise Trademark Tennis that the player will miss the lesson, and a make-up lesson will be offered in the same term based on availability. No credit will be given due to absence.
4. **Late:** no make up lessons or credits will be given to players that are running late to a session.
5. **Discounts:** 5% discount applies to 2 children, 10% discount applies to 3 children, and 15% discount applies to 4 members of one family per term.
50% discount applies to 2nd group lesson taken in the same term. No double discounts.
6. **Payment:** due on or prior to the first lesson of the term. 10% admin surcharge applies to payments made after 2 weeks from start of the term.
7. **Apparel:** Sport runners must be worn during the lesson. Players will not be allowed on the court if the correct shoes are not being worn.
A sun hat and sunscreen must be worn on a hot day or as recommended due to high UV rates. Complimentary sunscreen lotion is available inside the clubhouse.
8. **Equipment:** Trademark Tennis provides all tennis equipment (racquets & balls) and fitness equipment for all sessions. It is essential that all players use ALL equipment with care and respect. Should a player damage purposely any equipment, a repair / new charge will be applied pending on the situation.



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9. **Behaviour:** all players must well behave on court during sessions and off court while around the clubhouse. All players must respect each other at all times on court and while around the clubhouse. Should a player misbehave, it is the responsibility of the guardian to remove the player from the court. Our coaching staff will support frustration caused during the session, but It is not the responsibility of the coach to deal with bad behaviour. Parents / guardians are advised to watch their children from the clubhouse or outside the court. It is rather destructive for the children when parents get involved during the session. All players must be picked up from the clubhouse at the end of their session. If a parent / guardian is late to pick up the player, the player can wait inside the clubhouse until their parent / guardian arrives. It is the responsibility of the player to stay inside the clubhouse until picked up. Trademark Tennis staff members will not be responsible for the player after their tennis session has finished.
10. **Cancellation Fee:** in the event that a player must stop their lessons after they have started the term, and paid the full term fees upfront, a cancellation fee equals to 2 full lessons fee will apply. A refund for the balance will be given once a written request via email with an adequate reason is communicated. In the event of an injury, a credit in the value of the missed lessons due to an injury, will be transferred to the next term once the player can resume tennis lessons.
11. **Feedback / Complaints:** please email us on info@trademarktennis.com.au

Our coaching team is obliged to provide a safe environment and enjoyable sessions at all times.